



Frank M. Ligon
Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

October 2002

Safety Recall 02S40

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2000 through 2002 Taurus and Sable vehicles built with adjustable pedals.

Your vehicle is equipped with adjustable pedals. These pedals should be adjusted such that it is comfortable to move your foot from one pedal to the other. If the pedals are adjusted too far rearward, a taller driver may find it awkward to move his or her foot from one pedal to the other.

What the issue is ...

Due to manufacturing variability, your vehicle may have less lateral spacing between the brake and accelerator pedals resulting in drivers applying both pedals when they intended to apply only the brakes.

Simultaneous application of both the brake and accelerator pedals may result in 'unintended vehicle speed increase,' somewhat extended stopping distance, or a crash if the driver continues to press on the accelerator pedal when attempting to stop the vehicle.

Should such conditions occur, repositioning your foot properly on the brake pedal and applying the brakes in a normal manner will stop the vehicle.

What Ford Motor Company and your dealer will do ...

At no cost to you, your dealership will inspect the distance between the brake pedal and accelerator pedal and adjust the distance if it is required.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What we are asking
you to do ...**

Call your dealer without delay. If you do not already have a servicing dealer, please access www.dealerconnection.com for dealer addresses, maps, and driving instructions. Ask for a service date for Safety Recall 02S40.

When you bring your vehicle in, show the dealer this letter. However, if you misplace this letter, your dealer will still do the work, free of charge.

**If you have already
paid for this service ...**

If you paid to have the lateral spacing between the brake and accelerator pedal adjusted before the date of this letter, Ford is offering a refund. To receive the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

**If you have changed
address or sold the
vehicle ...**

Please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this safety recall.

**If you have
concerns ...**

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

Call (866) 436-7332

Office Hours (Eastern Time Zone)

Monday through Friday: 8AM – 11PM

Saturday: 8AM – 6PM

Hearing-impaired call (800) 232-5952 TDD for the hearing impaired.

**Or you may contact us
through the Internet ...**

www.ownerconnection.com

If you are still having trouble getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Quality Care service is there for you all year long.



Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company providing automotive products and services. Thank you for your attention to this important matter.

Sincerely,

A handwritten signature in black ink that reads "Frank M. Ligon".

Frank M. Ligon
Director
Vehicle Service & Programs